



A PARTNERSHIP BETWEEN SERVICESOURCE &
COMPUTER DONATION MANAGEMENT

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About**Monday, April 29, 2002****Services****Discarded Computers Provide Jobs for the Disabled**

By Bernard Dagenais

Reprint courtesy of ***Potomac Tech Journal*****Upcoming Events**

Heather Anderson knows her way around computers pretty well. Armed with a power screwdriver and seemingly unending patience, the 32-year-old systematically takes out the drives, chips and wiring, sorting them into boxes set upon pallets.

Media

Anderson, who copes with a mental illness, is employed as part of a new partnership and a new deal for anyone looking to discard computers. The nonprofit group and a for-profit business have joined forces to put handicapped people to work and keep discarded computers out of landfills.

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Keep it Green, as the partnership is called, is an agreement between Alexandria, Va.-based ServiceSource, which pays handicapped individuals to work in various contract jobs, and Computer Donation Management Inc., a Baltimore computer recycling company.

"We found that the handicapped and disabled make up a wonderful labor force to be tapped into," said Robert Donald, co-founder and president of CDM. For more than two of its four years in existence, the company has been using a Columbia, Md.-based nonprofit group called Emerge that provides housing and jobs for handicapped individuals.

CDM has contracts to dispose of computers from Montgomery County, Md., citizen recycling stations and real estate firm Rouse Cos., among others. While some of the metal and plastic is processed in bulk to be used in new machines, the real payoff comes with newer equipment that can be kept intact and marketed to third world countries and inner city stores that sell them for as little as \$150.

For ServiceSource, the computer dismantling is another in a line of suitable businesses for the handicapped and disabled population it serves. Back in the Alexandria warehouse where Anderson works, most of the people in the room process mail, primarily for the federal agencies. In another room, ServiceSource offers document conversion services that transferring content from paper files to compact disks, clearing the way for reuse.

for destruction of the hard copies.

As ServiceSource enters the computer-recycling realm with about 50 employees in the program, it's clear there is no shortage of material to recycle. In researching the demand for computer recycling, Donald found that many companies were paying to store old computers. One company he's familiar with was spending more than \$100,000 a year to store machines.

"It didn't take many meetings with these companies to see that there's demand for these services," he said. "They have computers to get rid

CDM charges companies \$5 per monitor to take it away, specifically to pay for the recycling of glass that includes hazardous materials. It will take computers without monitors at no charge. But where it makes its money is in setting aside newer computers that don't get dismantled but can be resold.

The company prides itself on its zero landfill policy, finding use for pretty much everything that comes out of computers.

The partnership with ServiceSource came about because Fairfax County was looking for a way to offer computer recycling drop-off opportunities to residents. The county contacted CDM, which forged the partnership with ServiceSource to grow into serving a new area.

Now that Donald is operating in Northern Virginia, he hopes to attract interest and computers from large companies in the region. Information about the program is available at the ServiceSource Web site, www.ourpeoplework.org.

Used computers are sort of the hangover of technology. While it's irksome to send machines to the garbage heap, recycling opportunities are not yet pervasive. While CDM is not alone in the computer recycling business, its innovative use of a handicapped work force stands out.

That works for CDM. It works for the companies disposing of excess equipment. It's also what puts Heather Anderson to work.

Bernard Dagenais, editor of Potomac Tech Journal, can be reached at bdagenais@potomactechjournal.com.

Thursday, April 25, 2002

Disabled Adults Help to Recycle E-Waste

By Sarah Bryun Jones

Reprint courtesy of *Springfield Times*

She maneuvers a screwdriver to first remove the cover of an outdated Packard Bell Legend CPU. Once open, she steadily works from top to bottom, ripping out wires and ribbon cables, prying off the memory card and computer chips from the circuit boards. Each item is tossed into separate large cardboard boxes.

Lions' task is to break down each computer she is given so the parts can be recycled. Nothing will end up in a landfill.

Lions is part of a new program run by ServiceSource called Keep It Green to help Fairfax County reduce the amount of electronic waste, e-waste, in the area. ServiceSource is a nonprofit organization working to employ disabled persons, many who have been diagnosed with some type of cognitive learning disability.

ServiceSource partners with Fairfax County and Computer Donation Management to dispose of e-waste in an environmentally friendly fashion. Computer Donation Management is responsible for taking the various disassembled parts from CPUs, monitors, scanners and other electronic parts and processing the material.

Working alongside Lions, about a dozen others are tearing out the internal structure of each CPU placed before them. In all, ServiceSource has trained 15 disabled adults to take part in the recycling program.

The organization would like to train more of the 1,600 adults they serve, but there are not enough computers to keep the few workers currently involved in the program busy.

"They're getting faster and faster, to the point that they're outworking the supply," said Mark Hall, senior vice president at ServiceSource.

Thomas Payne, one of the workers, estimates that he takes nearly 20 computers apart each day. So far the workers have produced more than 50 tons of material to be recycled from the computers, said Lisa Ward, corporate development manager for ServiceSource.

All the workers have worked on other projects within the confines of the organization's Edsall Road warehouse, but seem to agree that the computer dismantling area is the place to be.

"It's interesting," said Heather Anderson, one of the workers. "I am on a mission to always want to do things, and to do it faster. They are not all the same, each computer is a little different, so they are not all taken apart the same. That makes it interesting."

Like Anderson, her co-worker Payne said he "enjoys taking the computers apart," and said it is a better task than some of the mailroom jobs he used to do.

ServiceSource began in 1972, mainly working in mail center operation and management. Now, Hall said, the organization is competing with machines for traditional mail jobs, making it all the more important to expand the Keep It Green program.

With computers growing outdated by the second as technology advances, Ward said it shouldn't be too hard to get the program's recycling efforts recognized throughout the county. And as long as the pieces are being processed for recycling, the workers are not worried about tearing out the parts.

"There is nothing in there I can break, so I don't have to worry about it because it's going to be recycled," said worker Stacy Gross, as one of the plastic panels is propelled out of the CPU she is swiftly taking apart.

On Saturday, April 27, ServiceSource will be collecting computers and computer parts in the parking lot of the Northern Virginia Community College Annandale campus. There is a \$7 fee for monitors, but everything else is accepted free of charge.

The Keep It Green program will except personal and company computers. Anyone interested in recycling their old computers with ServiceSource can call Lisa Ward at 703-461-6142. More information about the program and collection can be found at <http://www.ourpeoplework.org>.



Computer Recycling Event

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Win a New Printer at Our Computer Recycling Event!



donation are tax deductible.

When: Saturday, September 11, 2004
10:00 a.m. - 4:00 p.m.

Where: Parking lot of CompUSA, 12189 Fair Lakes Parkway in Fairfax

Cost: There is a \$10 fee for processing computer monitors. All other equipment is taken free of charge. The fee and the value of the

The computers will be recycled by the ServiceSource Keep It Green program. ServiceSource is a local non-profit that employs individuals with disabilities. ServiceSource employees will collect all obsolete computer equipment, including monitors, printers, keyboards, mice and CPUs. The equipment that is collected is either refurbished for resale or if there is no reuse value, the equipment is dismantled and recycled for parts so that no material is landfilled or incinerated.

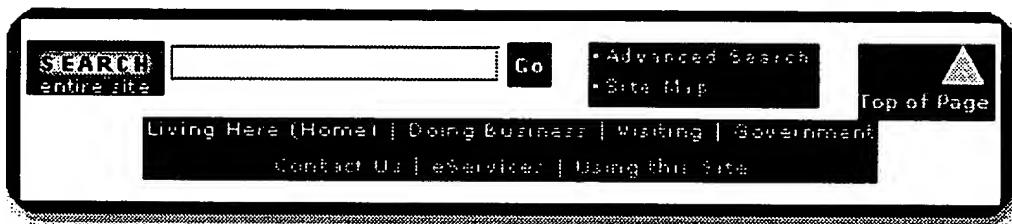
Each person donating a computer will be eligible to win a new printer courtesy of CompUSA. The event is also sponsored by Peterson Retail Management.

"We are very excited to have the support of CompUSA, Peterson's and ServiceSource as we build our e-waste program in Fairfax County. This is truly a winning partnership in which private business is giving back to their community by supporting a valuable job program for people with disabilities and at the same time, protecting our environment," commented Pamela Gratton, Manager for the Fairfax County Recycling Program.

ServiceSource's Keep It Green Program is headquartered on Edsall Road in Alexandria, VA. Since the program's inception in March of 2002, ServiceSource employees have processed more than 300 tons of obsolete electronic equipment. In partnership with Computer Donation Management of Baltimore, MD, the Keep It Green Program successfully recycles this equipment while at the same time providing valued employment for people with disabilities.

For more information about the computer recycling event, contact Meredith

Eisenberg at **703-324-5313**, TTY 711 or ServiceSource at **703-461-6000** or visit the [ServiceSource](#) website.



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